System Map 2, Feedback Loops

Document Control # OBSOLETE 10089

COMBINED WITH 10109

SUPPORT FOR (AGENCY): DFR

FOCUS AREA: On going Case Processing- Management

FEEDBACK LOOPS: **FEEDBACK LOOPS:**

Suppliers	Inputs	Processes/Functions	Outputs	Customers
Central Office- QC/Policy/MRT/Trainers	Reported Changes:Alerts, FAX, Mail, Drop-off, Phone	**Primary:**	Benefits	
Clients	Fraud Reports	Oversight of Workers and their Tasks	Recovery (Claims)	Applicant/Client
Mailman/UPS	Request for Benefits	Second Party Reviews (SPR)	Notices	Medical Providers
Other Agencies	Transfer in Cases	Call Help Desk/PAL/Central Office	Accurate Cases	Taxpayers
Other DFR Offices	Collateral Verifications	FIATs(overrides) and AUX-Review and Approval(change in Food Stamp and Link RID's (Recipient ID #s)	Error Cases	Medical Review Team (MRT)
Vendors	Policy Information (flash bulletins, Administrative letters, policy transmittals, E-mail)		Knowledge	Vendors-i.e., Food Vendors, landlords, utility co. Community Agencies (i.e.,
Medical Providers	Training	Intra-Office Case Transfers		schools)
		Respond to Phone Calls-Clients and Others	Customer Satisfaction/Customer	
DCS	Requests for Verification	Management of Workload (uncovered caseloads and case distribution)	Referrals	Central Office
Taxpayers	Reports (QC, COGNOS)	Answer Caseworker Processing Questions	Supportive Services	Supervisor
Community Members	Mail		Decisions	DFR Staff
Hospitals	Requests for Action	Linking and Pinning EBT Cards	Office Efficiency	Nursing Homes
Media	Case Files	SPR of Self-Sufficiency Plans	Caseload Maintained	Hospitals
ICES System-DE	MRT Decisions	Approve IMPACT Claims	Rapport with Community	
Caseworkers		Monitor Reports	**Case Files**	
Legal Community			Medicaid Disability Packet	
Authorized Clint Rep.		**Supporting**		
Nursing Homes		Technical:		
		PC, ICES, CMS, ISETS, ICWIS, NETWORK, BMV, DWD, COGNOS, BOSS SYSTEM, CITRIX SYSTEM, AIM, S.A.V.E., FIST, HCI		
		Social:		
		Community OutReach		
		Supervisors-Support of Caseworkers		
		Office Support (other staff)		
		Team Building		

System Map 2, Feedback Loops

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